

NFC's Customer Board Meeting - Wednesday, June 12, 2013
9:00 a.m. – 11:00 a.m. EST

• Roll Call

NFC – New Orleans

John White, NFC

Randy Speed, NFC

In the room:

Joe Glenn, DOJ

Cynthia Simon, DOJ

Maria Wennersten, SI

Kevin Mahoney, DOC

Joan Johnson, DHS

Kaci Easley, NFC

On the phone:

Marlon Freckleton, TR

Indu Garg, USDA

Jackie Durkee, DNFSC

Natalie Tyce, FDIC

Roy Abreu, DOL

• Adopt March 28, 2013 Customer Board Minutes

Randy Speed asked attendees if there were any questions or concerns. There were none and the minutes were adopted.

• Opening Comments

John White and Randy Speed welcomed everyone and reiterated the importance and purpose of the meeting; they encouraged all members to continue to participate as well as provide their opinions, ideas, and feedback.

• Old Business Updates

- Help Desk Consolidation

Randy announced that the Help Desk has 100% call recording in effect and that all calls are being monitored to ensure employees are properly responding to customers and their questions. Recently, NFC increased the Remedy Requester Console accounts from 4 to 8 per serviced POI. John also announced that NFC is working to create a new automated call distribution functionality which will provide customers with an average wait time and an "opt out" to voicemail with call back functionality.

- Risk Mitigation for Legacy Payroll/Personnel Systems

NFC's Risk Mitigation for Payroll is a continual process with the contractors. Currently, NFC has configured and tested modifications to the .net online development environment. NFC is bringing on additional staff to help with the DB2 conversion which is projected to go live in May/June 2014.

- *Insight* Enterprise Reporting Solution

Randy announced that Insight was up and running and apologized for the late deployment. Currently, NFC is monitoring and tuning system performance and providing in-person training classes with web-based training to be launched in July 2013.

Joe Glenn, DOJ, stated the agency is working through their network security issues; however, they are enjoying the product and its great functionality.

- Payroll/Personnel System (PPS) Statistics

Currently, NFC has 106 projects scheduled and has a steady request for more projects. Randy stated TBDs have dropped and are going in the right direction, but they are still not where they need to be. New metrics will be implemented to enhance numbers and the time it takes to get them down. John emphasized that NFC will accommodate off cycle projects on a case by case situation. However, in cycle projects are preferred.

NFC will be replacing current categories (critical, high, and medium) with the following two categories: critical and non-critical.

Q: Will the criticality definitions change?

A: Randy stated yes, and that they would be sent out for approval upon completion.

- NFC's T&A Solutions

WebTA 4.2 is expected to be delivered in July 2013 per a commitment from Kronos. Based upon the July 2013 delivery date, NFC anticipates to pilot webTA 4.2 in late 2013. STAR Web will be sunset no later than October 2014 and all STAR Web customers will be able to preview alternate T&A solutions such as Paycheck 8 and webTA at the T&A Solutions Fair scheduled for July 2013 in Washington, DC.

- Debt Management Implementation Plan

In April 2013, NFC implemented the ABCO database change and successfully tested the changes to the debt notice for FEHB bills. Currently, NFC is working with Pay.gov to implement application and is finalizing flow charts that document the billing and collection process. Randy stated that it will be about one year until full implementation is complete.

- Central Accounting Reporting System (CARS)

All system requirements for all phases will be finalized by July 2013. Randy stated that NFC has a December 2013 target date for full compliance and new treasury symbol implementation pending finalization of system requirements.

- **New Business**

- **HRLOB Provider Activities**

OPM recently requested responses from NFC for a 10-year strategic planning initiative which are due back to OPM on June 24, 2013.

- **Survey Results of T&A Corrections by Agency**

NFC recently notified agencies of the feasibility survey and requested participation from CAPPs members. In May 2013, the survey was completed and results showed that 70% of customers are interested in doing their own T&A suspense corrections. NFC is moving forward with the next steps on the timeline for interested agencies.

- **Continuity of Operations Plan (COOP)**

NFC completed the setup of its new alternate work site in Shreveport, Louisiana and will be able to house all OCFO New Orleans employees in the event of a hurricane or other disaster.

- **FY 14 Service Level Agreements (SLA) and Interagency Agreements (IA)**

GESD is now responsible for all SLAs and is currently meeting with NFC organizations to review them. All IAs and SLAs will be provided to customers by August/September 2013.

- **FY 13 and FY 14 Rates for NFC Operations**

Slide 23 breaks down the cost estimates for FY 13 and FY 14. Randy stated that in a worst case scenario, rates would flat line. However, he expects that most average rates (not individual) rates would drop.

- **Access Management**

A new procedure, detailed on slide 24 shows all requests and statuses which will be posted in SLAs in the future.

Q: Will we receive this chart monthly?

A: Randy stated that this chart would be sent out quarterly, not monthly.

- **Closing Comments/Adjourn**

Randy asked if there were any additional comments or questions and there were none. The meeting was adjourned and EmpowHR customers were invited to stay on the phone to continue the discussion.

- ***EmpowHR***

NFC successfully tested connections between NGA and *EmpowHR* and has an August 2013, implementation date. Concurrently, NFC built test environments for *EmpowHR* and OPM and successfully tested connection over HTTP protocol.

A PeopleTools and Infrastructure upgrade is scheduled for PP 26, 2013. Randy emphasized that this is a tech refresh to give the tool a new look and feel in which no cost will be associated.

Future Customer Board Meeting:

Wednesday, September 11, 2013
9:00 a.m. – 11:00 a.m. EST